



UNITED STATES PATENT AND TRADEMARK OFFICE

UNITED STATES DEPARTMENT OF COMMERCE
United States Patent and Trademark Office
Address: COMMISSIONER FOR PATENTS
P.O. Box 1450
Alexandria, Virginia 22313-1450
www.uspto.gov

APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
10/723,507	11/26/2003	Neil O'Connor	920673-95178	8999
23644 7590 04/29/2009 BARNES & THORNBURG LLP P.O. BOX 2786 CHICAGO, IL 60690-2786				
EXAMINER				
PATEL, CHURAG R				
ART UNIT		PAPER NUMBER		
2454				
NOTIFICATION DATE		DELIVERY MODE		
04/29/2009		ELECTRONIC		

Please find below and/or attached an Office communication concerning this application or proceeding.

The time period for reply, if any, is set in the attached communication.

Notice of the Office communication was sent electronically on above-indicated "Notification Date" to the following e-mail address(es):

Patent-ch@btlaw.com

Office Action Summary

Application No.

10/723,507

Applicant(s)

O'CONNOR ET AL.

Examiner

CHIRAG R. PATEL

Art Unit

2454

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --
Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) OR THIRTY (30) DAYS, WHICHEVER IS LONGER, FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

- 1) ☒ Responsive to communication(s) filed on 24 December 2008.
- 2a) ☐ This action is **FINAL**. 2b) ☒ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

- 4) ☒ Claim(s) 1 and 3-43 is/are pending in the application.
- 4a) Of the above claim(s) _____ is/are withdrawn from consideration.
- 5) ☐ Claim(s) _____ is/are allowed.
- 6) ☒ Claim(s) 1 and 3-43 is/are rejected.
- 7) ☐ Claim(s) _____ is/are objected to.
- 8) ☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

- 9) ☐ The specification is objected to by the Examiner.
- 10) ☐ The drawing(s) filed on _____ is/are: a) ☐ accepted or b) ☐ objected to by the Examiner.
Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).
Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

- 12) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) ☐ All b) ☐ Some * c) ☐ None of:
1. ☐ Certified copies of the priority documents have been received.
 2. ☐ Certified copies of the priority documents have been received in Application No. _____.
 3. ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

* See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

- 1) ☒ Notice of References Cited (PTO-892)
- 2) ☐ Notice of Draftsperson's Patent Drawing Review (PTO-948)
- 3) ☐ Information Disclosure Statement(s) (PTO-8508)
Paper No(s)/Mail Date _____
- 4) ☐ Interview Summary (PTO-413)
Paper No(s)/Mail Date _____
- 5) ☐ Notice of Informal Patent Application
- 6) ☐ Other: _____

Response to Amendment

In view of the appeal brief filed on December 24, 2008, PROSECUTION IS HEREBY REOPENED. A new ground of rejection is set forth below.

To avoid abandonment of the application, appellant must exercise one of the following two options:

(1) file a reply under 37 CFR 1.111 (if this Office action is non-final) or a reply under 37 CFR 1.113 (if this Office action is final); or,

(2) initiate a new appeal by filing a notice of appeal under 37 CFR 41.31 followed by an appeal brief under 37 CFR 41.37. The previously paid notice of appeal fee and appeal brief fee can be applied to the new appeal. If, however, the appeal fees set forth in 37 CFR 41.20 have been increased since they were previously paid, then appellant must pay the difference between the increased fees and the amount previously paid.

A Supervisory Patent Examiner (SPE) has approved of reopening prosecution by signing below:

Claim Rejections - 35 USC § 101

35 U.S.C. 101 reads as follows:

Whoever invents or discovers any new and useful process, machine, manufacture, or composition of matter, or any new and useful improvement thereof, may obtain a patent therefor, subject to the conditions and requirements of this title.

Claims 41-42 are rejected under 35 U.S.C. 101 because "machine readable form" fails to be limited to embodiments that meet a statutory category of invention. Machine readable form is interpreted by one of ordinary skill in the art to include carrier,

signal, or media propagation waves, which do not fall under a statutory category of invention.

Claim 43 is rejected under 35 U.S.C. 101 because "machine-readable computer software object" is directed to code or software per se and fails to be embodied in a medium that meets a statutory category of invention. "Data carrier" is interpreted by one of ordinary skill in the art to include carrier, signal or media propagation waves, which do not fall under a statutory category of invention.

Claim Rejections - 35 USC § 103

The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:

(a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negated by the manner in which the invention was made.

Claims 1, 6-15, 18-19, and 26-43 are rejected under 35 U.S.C. 103(a) as being unpatentable over Delaney (US 2004/0062380) in view of Flockhart et al. – hereinafter Flockhart (US 2005/0071241).

As per claims 1 and 41, Delaney discloses a method of distributing a contact across a network having a number of nodes (Figure 1: items 10, 12, 14, 16, 18) which are equipped to service contacts, ([0113]) comprising the steps of:

a) generating a contact information entity which is accessible across the network and which comprises information ([0116]; database updating function ... to populate a record for the remote call center) sufficient to enable each node to determine whether it has the resources to service the contact, ([0069]; handling a contact at a contact centre; [0071]; b) determining whether resources exists at the contact centre to efficiently handle the contact) one or more of said nodes being a contact center having a plurality of agents for servicing contacts, ([0037] pool of available agents) each agent having identified skills, ([0121]; the skillset matrix for an individual agent at the contact centre) whereby said contact center can determine whether its agents can service a given contact, based on said contact information entity ([0116]) and the identified skills of the contact center's agents; ([0122])

Delany fails to disclose b) assessing one or more bids issued by one or more nodes to determine a bid to be used in assigning the contact; and c) on the basis of said determination, assigning said contact to the node which issued said bid.

Flockhart discloses b) assessing one or more bids issued to determine a bid by one or more nodes ([0029]; the contact center is in a bidding mode) to be used in assigning the contact; ([0044]; Figure 3: item 320) and c) on the basis of said determination, assigning said contact to the node which issued said bid. ([0029]; selecting the winning bidder for each such work item)

At the time the invention was made, it would have been obvious to a person of ordinary skill in the art to modify Delany to disclose disclose b) assessing one or more bids issued by one or more nodes to determine a bid to be used in assigning the

contact; and c) on the basis of said determination, assigning said contact to the node which issued said bid. The motivation would have been to efficiently uses contact center resources and reduce frustration of more valuable customers due to long wait times and /or service by a less skilled resource. ([0044])

As per claims 6 and 26, Delany / Flockhart disclose a method as claimed in claim 1. Delany discloses a method as claimed in claim 1, wherein said contact information entity is an entry in a database ([0116]; database updating function)accessible across a network. ([0109]; Figure 1:item 24)

As per claims 7 and 27, Delany / Flockhart disclose a method as claimed in claim 1. Flockhart discloses wherein said bids are issued by the nodes ([0029]; the contact center is in a bidding mode) and transmitted directly to a resource on the network which is responsible for assessing the one or more bids. ([0044]; Figure 3: item 320)

As per claims 8 and 28, Delany / Flockhart disclose a method as claimed in claim 1. Flockhart discloses wherein said bids are issued by the nodes([0029]; the contact center is in a bidding mode) to an area of the network ([0019]) which is accessible by a resource on the network which is responsible for assessing the one or more bids. ([0044]; Figure 3: item 320)

As per claims 9 and 29, Delany / Flockhart disclose a method as claimed in claim 1. Delany discloses wherein said contact information entity identifies at least one skillset required to service the contact. ([0129]; skillset information associated with the call)

As per claims 10 and 30, Delany / Flockhart disclose a method as claimed in claim 1. Flockhart discloses wherein said contact information entity identifies at least one parameter according to which bids will be assessed. ([0044])

As per claims 11 and 31, Delany / Flockhart disclose a method as claimed in claim 10. Flockhart discloses wherein said at least one parameter is selected from a cost metric, a skillset proficiency metric, and a metric identifying the time within which the contact is to be serviced. ([0009])

As per claims 12 and 32, Delany / Flockhart disclose a method as claimed in claim 1. Flockhart discloses wherein said contact information entity is a software entity which includes a set of rules according to which a bid score is returned by the contact information entity upon receipt of one or more bid values. ([0044])

As per claims 13 and 33, Delany / Flockhart disclose a method as claimed in claim 12. Flockhart discloses wherein said step of assessing one or more bids

comprises evaluating the bid scores returned by the contact information entity. ([0044])

As per claim 14, Delnay / Flockhart discloses a method as claimed in claim 1 . Flockhart discloses wherein said contact information entity is a software entity which includes executable logic according to which a bid score is returned by the contact information entity upon receipt of one or more bid values. ([0044])

As per claim 15, Delany / Flockhart disclose a method as claimed in claim 14. Flockhart discloses wherein the executable logic is provided as an object oriented command pattern. ([0056])

As per claim 18, Delany / Flockhart disclose a method as claim in claim 1. Flockhart discloses wherein one or more of said nodes is a computer of a user ([0019]; Figure 1: item 14) connected to the network, ([0020]; whereby said user may make a determination as to whether he or she has the skills to service said contact and as to whether or not to issue a bid. ([0045]; Figure 5: items 504, 512)

As per claim 19, Delany discloses a method of obtaining contacts across a network from a contact source, comprising the steps, carried out by a contact center having a plurality of agents for servicing contacts, ([0037]; track of the pool of available

agents)each agent having identified skills, ([0121]; the skillset matrix for an individual agent at the contact centre) of:

a) receiving via the network contact information which comprises information ([0116]; uses the information received at the web server to populate a record) sufficient to enable said contact center to determine whether it has the resources to service the contact; ([0069]; handling a contact at a contact centre; [0071]; b) determining whether resources exists at the contact centre to efficiently handle the contact)

Delany fails to disclose b) issuing a bid to the contact source offering to service the contact based on said information; and c) in the event that the bid is successful, receiving the contact from the contact source.

Flockhart discloses b) issuing a bid to the contact source offering to service the contact based on said information; ([0043]; Figure 3: item 316) (and c) in the event that the bid is successful, receiving the contact from the contact source. ([0029]; selecting the winning bidder for each such work item). At the time the invention was made, it would have been obvious to a person of ordinary skill in the art to modify Delany to disclose b) issuing a bid to the contact source offering to service the contact based on said information; and c) in the event that the bid is successful, receiving the contact from the contact source. The motivation would have been to efficiently uses contact center resources and reduce frustration of more valuable customers due to long wait times and /or service by a less skilled resource. ([0044])

As per claim 34, Delany discloses a method of distributing contacts across a network having a plurality of connected contact centres, ([0104]) each contact center having a plurality of agents for servicing contacts, ([0037]; track of the pool of available agents) each agent having identified skills, ([0121]; the skillset matrix for an individual agent at the contact centre) comprising the steps of:

a) upon receipt of a contact by a contact centre, publishing information relating to the contact over the network; ([0136]-[0145],[0153]-[0157])

Delany fails to disclose b) awaiting one or more bids from remote contact centres offering to service the contact; and c) determining from said bids a destination for the contact; and d) forwarding the contact to said destination.

Flockhart discloses b) awaiting ([0051]) one or more bids from remote contact centres offering to service the contact; ([0029]; contact center is in a bidding mode) and c) determining from said bids a destination for the contact; ([0044]; Figure 3: item 320) and d) forwarding the contact to said destination. ([0050]; Figure 3: item 324)

At the time the invention was made, it would have been obvious to a person of ordinary skill in the art to modify Flockhart to disclose b) awaiting one or more bids from remote contact centres offering to service the contact; and c) determining from said bids a destination for the contact; and d) forwarding the contact to said destination. The motivation for doing so would have been to efficiently use contact center resources and reduce frustration of more valuable customers due to long wait times and/or service by a less skilled resource. ([0044])

As per claim 35, Delany / Flockhart disclose a method as claimed in claim 34. Flockhart discloses wherein said destination is a remote contact centre which issued one or more of said bids ([0023]; refers to resources/workstations are generally not served and/or supported directly by the central server and are typically geographically dislocated from the first plurality or set of resources)

As per claim 36, Delany / Flockhart disclose a method as claimed in claim 34. Flockhart discloses wherein wherein said destination is a local contact queue ([0024]) of the contact centre which received the contact. [0023]; contact center 6 or are within the premises serviced by the server/PBX)

As per claim 37, Delany discloses an apparatus for distributing a contact across a network having a number of nodes (Figure 1: items 10, 12, 14, 16, 18) which are equipped to service contacts, ([0113]) comprising:

a) a contact information generator for generating a contact information entity which is accessible across the network and which comprises information ([0116]; database updating function ... to populate a record for the remote call center) sufficient to enable each node to determine whether it has the resources to service the contact, ([0069]; handling a contact at a contact centre; [0071]; b) determining whether resources exists at the contact centre to efficiently handle the contact) one or more of said nodes being a contact center having a plurality of agents for servicing contacts,

((0037] pool of available agents) each agent having identified skills, ([0121]; the skillset matrix for an individual agent at the contact centre) whereby said contact center can determine whether its agents can service a given contact, based on said contact information entity([0116]) and the identified skills of the contact center's agents; ([0122])

Delany fails to disclose b) a bid assessment module for assessing one or more bids issued by one or more nodes to determine a bid to be used in assigning the contact; and c) contact assignment means for, on the basis of said determination, assigning said contact to the node which issued said bid. Flockhart discloses b) a bid assessment module for assessing one or more bids issued by one or more nodes ([0029]; the contact center is in a bidding mode)to determine a bid to be used in assigning the contact; ([0044]; Figure 4: item 320) and c) contact assignment means for, on the basis of said determination, assigning said contact to the node which issued said bid ([0029]; selecting the winning bidder for each such work item)

At the time the invention was made, it would have been obvious to a person of ordinary skill in the art to modify Delany to disclose b) a bid assessment module for assessing one or more bids issued by one or more nodes to determine a bid to be used in assigning the contact; and c) contact assignment means for, on the basis of said determination, assigning said contact to the node which issued said bid. The motivation would have been to efficiently uses contact center resources and reduce frustration of more valuable customers due to long wait times and /or service by a less skilled resource. ([0044])

As per claim 38, Delany discloses an apparatus for obtaining contacts across a network from a contact source, comprising:

a) a network connection for receiving via the network contact information; ([0104]; Figure 1: item 20)

b) an evaluation module for evaluating said contact information to determine whether a node associated with said apparatus has the resources to service the contact, ([0069]; handling a contact at a contact centre; [0071]; b) determining whether resources exists at the contact centre to efficiently handle the contact) said node being a contact center having a plurality of agents for servicing contacts, ([0037] pool of available agents) each agent having identified skills, ([0121]; the skillset matrix for an individual agent at the contact centre) whereby said evaluation module can determine whether the agents of the contact center can service said contact, based on said contact information entity ([0116]) and the identified skills of the contact center's agents; and ([0122])

Delany fails to discloses a c) a bid generation unit for issuing a bid to the contact source offering to service the contact based on said information. Flockhart discloses a bid generation unit for issuing a bid to the contact source ([0029]; selecting the winning bidder for each such work item) offering to service the contact based on said information. ([0029]; the contact center is in a bidding mode)

At the time the invention was made, it would have been obvious to a person of ordinary skill in the art to modify Delany to disclose c) a bid generation unit for issuing a

bid to the contact source offering to service the contact based on said information. The motivation for doing so would have been efficiently uses contact center resources and reduce frustration of more valuable customers due to long wait times and /or service by a less skilled resource. ([0044]).

As per claims 39 and 40, Delany discloses a contact centre comprising:

- a) a network connection for distributing contacts to one or more other contact centres; ([0104]; Figure 1: item 20)
- b) a contact manager for controlling contacts received at the contact centre from one or more communications networks ([0069]; handling a contact at a contact centre; [0071]; b) determining whether resources exists at the contact centre to efficiently handle the contact) and distributing said contacts among a plurality of agents based on the requirements of the contact and identified skills of the agents; ([0110])
- c) a contact information generator for generating a contact information entity ([0116]; database updating function ... to populate a record for the remote call center) which is accessible across the network ([0109]; Figure 1: item 24) and which comprises information sufficient to enable each node to determine whether it has the resources to service a contact; ([0069]; handling a contact at a contact centre; [0071]; b) determining whether resources exists at the contact centre to efficiently handle the contact)

Delany fails to disclose d) a bid assessment module for assessing one or more bids issued by one or more nodes to determine a bid to be used in assigning the contact; and e) contact assignment means for, on the basis of said determination, assigning said contact to the node which issued said bid. Flockhart discloses d) a bid assessment module for assessing one or more bids issued by one or more nodes ([0029]; the contact center is in a bidding mode) to determine a bid to be used in assigning the contact; ([0044]; Figure 3: item 320) and e) contact assignment means for, on the basis of said determination, assigning said contact to the node which issued said bid. ([0029]; selecting the winning bidder for each such work item)

At the time the invention was made, it would have been obvious to a person of ordinary skill in the art to modify Delany to disclose d) a bid assessment module for assessing one or more bids issued by one or more nodes to determine a bid to be used in assigning the contact; and e) contact assignment means for, on the basis of said determination, assigning said contact to the node which issued said bid. The motivation for doing so would have been to efficiently use contact center resources and reduce frustration of more valuable customers due to long wait times and/or service by a less skilled resource. ([0044])

As per claim 42, Delany discloses a computer program product comprising instructions in machine readable form which when executed by a computer associated with a contact centre are effective to cause said computer to:

a) receive via the network contact information ([0116]; database updating function ... to populate a record for the remote call center) which comprises information sufficient to enable a node to determine whether it has the resources to service the contact, ([0069]; handling a contact at a contact centre; [0071]; b) determining whether resources exists at the contact centre to efficiently handle the contact)said node being a contact center having a plurality of agents for servicing contacts, ([0037] pool of available agents) each agent having identified skills, ([0121]; the skillset matrix for an individual agent at the contact centre) whereby said evaluation module can determine whether the agents of the contact center can service said contact, based on said contact information entity ([0116]) and the identified skills of the contact center's agents; ([0122])

Delany fails to disclose b) issue a bid to the contact source offering to service the contact based on said information; and c) in the event that the bid is successful, receive the contact from the contact source.

Flockhart discloses b) issue a bid to the contact source offering to service the contact based on said information; ([0029]; the contact center is in a bidding mode)and c) in the event that the bid is successful, receive the contact from the contact source. ([0029]; selecting the winning bidder for each such work item)

At the time the invention was made, it would have been obvious to a person of ordinary skill in the art to modify Delany to disclose b) issue a bid to the contact source offering to service the contact based on said information; and c) in the event that the bid

is successful, receive the contact from the contact source. The motivation would have been to efficiently uses contact center resources and reduce frustration of more valuable customers due to long wait times and /or service by a less skilled resource.
([0044])

As per claim 43, Delany discloses a data carrier encoded with a machine-readable computer software object, said computer software object encoding contact information and comprising:

- a) information identifying a node which controls the contact; ([0115])
- b) information identifying one or more characteristics of the contact, whereby said contact may be matched with an agent of a contact center having identified skills to service said contact; and ([0136]-[0145],[0153]-[0157])

Delany fails to disclose c) information identifying one or more parameters for which bids are sought by said node, such that a different node may bid to have control of the contact transferred to it. Flockhart discloses c) information identifying one or more parameters ([0030]; determines when the contact center must put work out for bid to meet predetermined business/service policies, objectives, and goals for each contact type) for which bids are sought by said node, ([0029]; the contact center is in a bidding mode)such that a different node may bid to ([0029]; the contact center is in a bidding mode; Figure 3: item 316) have control of the contact transferred to it. ([0029]; selecting the winning bidder for each such work item; [0043] - Figure 3: item 316)

At the time the invention was made, it would have been obvious to a person of ordinary skill in the art to modify Delany to disclose c) information identifying one or more parameters for which bids are sought by said node, such that a different node may bid to have control of the contact transferred to it. The motivation would have been to efficiently uses contact center resources and reduce frustration of more valuable customers due to long wait times and /or service by a less skilled resource. ([0044])

Claims 16-17 are rejected under 35 U.S.C. 103(a) as being unpatentable over Delaney (US 2004/0062380) / Flockhart (US 2005/0071241) further in view of Ausubel et al. – hereinafter Ausubel (US 2004/0054551).

As per claim 16, Delaney / Flockhart disclose a method as claimed in claim 1. Delaney fails to disclose wherein said step of assessing one or more bids comprises maintaining a single winning bid, evaluating each new bid as it issues from a node and either discarding the new bid if it is determined to be inferior to the winning bid according to predetermined criteria or substituting it as the new winning bid if it is determined to be better than the previous winning bid. Flockhart discloses wherein said step of assessing one or more bids comprises maintaining a single winning bid. ([0029]) Ausubel discloses evaluating each new bid as it issues from a node and either discarding the new bid if it is determined to be inferior to the winning bid according to predetermined criteria or substituting it as the new winning bid if it is determined to be better than the previous winning bid. ([0146]) At the time the invention was made, it

would have been obvious to a person of ordinary skill in the art to modify Delaney to disclose wherein said step of assessing one or more bids comprises maintaining a single winning bid, evaluating each new bid as it issues from a node and either discarding the new bid if it is determined to be inferior to the winning bid according to predetermined criteria or substituting it as the new winning bid if it is determined to be better than the previous winning bid. The motivation for doing so would have been to efficiently use contact center resources and reduce frustration of more valuable customers due to long wait times and/or service by a less skilled resource (Flockhart, [0044]) and to give one or more bidders should be given a "last call" to change their flexible bid information. (Ausubel, [0146])

As per claim 17, Delaney / Flockhart / Ausubel disclose a method as claimed in claim 16. Flockhart discloses wherein step of assessing one or more bids comprises collecting all bids which issue within a timeout period and determining which of these bids is to be used in assigning the contact. ([0037]; Figure 2: item 208)

Claims 3-5 and 20-25 are rejected under 35 U.S.C. 103(a) as being unpatentable over Delaney (US 2004/0062380) / Flockhart (US 2005/0071241) further in view of Rowstron et al. – hereinafter Rowstron (US 6,751,619)

As per claims 3 and 20, Delaney / Flockhart disclose a method as claimed in claim 1. Delaney discloses wherein said contact information entity is a software object ([0158])

Delany fails to disclose a network accessible space. Rowstron discloses a network accessible space. (Col 1 lines 58-63) At the time the invention was made, it would have been obvious to a person of ordinary skill in the art to modify Delany to disclose a network accessible space. The motivation would have been to fully anonymous communication, multiple address-space-disjoint processes can access tuples in the same way, and to enable time-disjoint processes to communicate seamlessly. (Col 2 lines 1-11).

As per claims 4 and 21, Delany / Flockhart / Rowstron disclose a method as claimed in claim 3. Flockhart discloses wherein said network accessible space is a shared memory space, (Col 2 lines 26-33) optionally implemented using JavaSpaces™ technology (Col 2 lines 12-25)

As per claims 5 and 22, Delany / Flockhart / Rowstron disclose a method as claimed in claim 3. Flockhart discloses wherein the step of generating said contact information entity further comprises replicating said object in a plurality of said shared memory spaces. (Col 14 lines 14-31)

As per claim 23, Delany / Flockhart / Rowstron disclose a method as claimed in claim 22. Delany fails to disclose wherein said contact information entity is a JavaSpace entry and the step of receiving the contact information comprises reading said entries from a JavaSpace. Rowstron discloses wherein said contact information entity is a

JavaSpace entry and the step of receiving the contact information comprises reading said entries from a JavaSpace. (Col 2 lines 32-67, Col 3 lines 51-55) At the time the invention was made, it would have been obvious to a person of ordinary skill in the art to modify Delany to disclose wherein said contact information entity is a JavaSpace entry and the step of receiving the contact information comprises reading said entries from a JavaSpace. The motivation for doing so would have been so that the creator of a tuple requires no knowledge about the future use of that tuple or its destination and because tuples are retrieved using an associative addressing scheme, multiple address-space-disjoint processes can access tuples in the same way. (Col 2 lines 54-65)

As per claim 24, Delany / Flockhart / Rowstron disclose a method as claimed in claim 23. Rowstron discloses wherein the step of issuing a bid comprises modifying said entry and writing the modified entry in a JavaSpace. (Col 7 lines 48-55)

As per claim 25, Delany / Flockhart / Rowstron disclose a method as claimed in claim 23. Delany fails to disclose wherein the step of issuing a bid comprises generating a new entry including a reference which relates the new entry to the original contact information entity, and writing the new entry to a JavaSpace. Rowstron discloses wherein the step of issuing a bid comprises generating a new entry including a reference which relates the new entry to the original contact information entity, and writing the new entry to a JavaSpace. (Col 3 lines 51-55, Col 12 lines 6-16) At the time the invention was made, it would have been obvious to a person of ordinary skill in

the art to modify Delany to disclose wherein the step of issuing a bid comprises generating a new entry including a reference which relates the new entry to the original contact information entity, and writing the new entry to a JavaSpace in the disclosure of Benjamin. The motivation for doing do would have been to improve their efficiency of execution on large, open implementations, particularly on distributed computer systems, so that users are not unnecessarily blocked from accessing tuples. (Col 3 lines 6-11)

Conclusion

Any inquiry concerning this communication or earlier communications from the examiner should be directed to Chirag R Patel whose telephone number is (571)272-7966. The examiner can normally be reached on Monday to Friday from 8:00AM to 4:30PM. If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Nathan Flynn, can be reached on (571) 272-1915.

The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pairedirect.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197

Art Unit: 2454

(toll free).

/C. R. P./
Examiner, Art Unit 2454

/Nathan J. Flynn/
Supervisory Patent Examiner, Art Unit 2454